zentity

Zentity

Zentity Bot

Zentity BOT's chat and voice bot solutions allow you to serve customers across different channels (Call Centre, mobile or / and internet) providing great customer experience and reducing the costs of customer service.

Great user experience

Reduction in waiting time

Higher first contact resolution

Same level of skill set and information in all interactions

Significant cost reduction for customer service

Customer interactions led by the system

Shorter and more specific interactions

Increase in online sales and engagement

In-chat executable transactions

Context driven communication

Cross-sale and up-sale opportunities

Easy integration with existing digital solutions

Call centre solutions

Mobile banking solution

Internet banking solution

Integration with back-end systems

The integrated AI Voice and Chat Bot solution

Zentity BOT is an innovative product based solution for chat and voice bots which uses advanced technology for intents analysis as well as unique know-how for integration with existing channels and helps organisations to facilitate interactions with customers, improve customer experience and customer engagement.

How it works

01

Customer input

Using either voice or by typing, a customer asks a question in his local language, thanks to context identification and advanced algorithms you can use even more complex sentences / commands.

02

Intent analysis

The customer's question is analysed using advanced algorithms in order to get a specific customer's intent, these algorithms provide a more than 90% success rate of intent analysis.

03

Gathering data from internal systems

Calls to get relevant data from internal systems for respective intent are driven by Zentity Digital Server and Zentity AI module using advanced integration mechanisms and security measures.

04

Providing answers to customer

Calls from internal systems are orchestrated by Zentity Digital Server and data are provided to customers in one complete answer. In addition, thanks to Zentity Digital Server used for back-end integration, the BOT is able to process any kind of transactions (e.g. payment order, investment order, etc.).

05

Conversation analysis and BOT training

Data from conversations are stored and analysed, results can be used for further BOT training and improving the communication tree.

Key features

01

Multilingual

Supporting communication in many world languages (e.g. English, Arabic, German, Spanish, Czech etc.).

02

Support

Support for most banking features are covered (portfolio overview, typical balance, new product on boarding etc.), other customer specific features can be developed.

03

Context support

The BOT monitors and follows the context of conversation therefore it is able to answer even simple questions which do not contain any keywords.

04

Context help

Dynamic buttons adjusted to the current status of conversation.

05

Formatted answers

Providing rich answers including graphs, pictures and other value added content.

06

Flexible conversation tree definition

Web GUI for definition or update of conversation tree.

07

Advanced analysis

Using conversation analysis it is possible to evaluate conversation success rate and focus on parts of conversations which are not working well.

08

Advanced training

Using results of conversation analysis for further training of the BOT.

ING 🦁

Requirement

The organization was looking for an innovative solution based on advanced technologies providing added value to end customers. Of course, the solution had to meet strict banking security requirements.

Solution

Zentity implemented a BOT solution based on the latest available technologies integrated with the organisation's back-end systems. Specifically, the solution covers:

- Native mobile app
- Zentity Digital Server for integration with internal systems
- Integration 3rd party systems (e.g. IBM Watson Assistant)

Our AI Voice and Chat Bot solution helped to increase customer satisfaction

Zentity delivered an end-to-end solution meeting all expectations and requirements. The solution provides a unique customer experience as the BOT is able to solve typical questions and requirements related to banking; moreover, the BOT is able to process typical banking transactions, for example, making a payment or investment order. The solution uses a GUI console for conversation administration and analysis so that the BOT can be taught and continually improved.
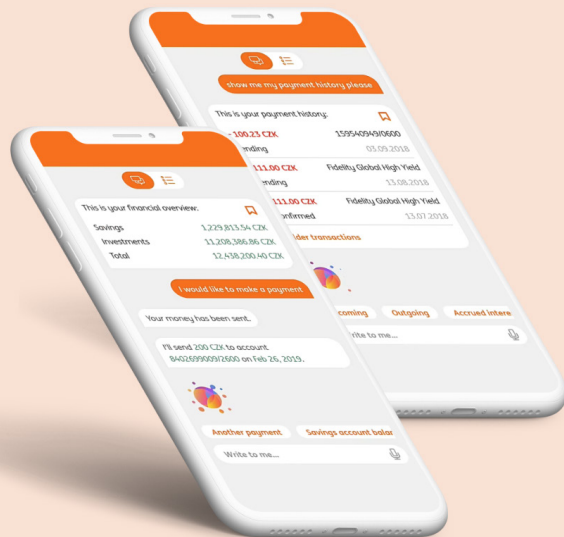
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